

# Suspension and Cancellation Procedures

## 1. Governing policy

These procedures relate to the *Terms and Conditions of Enrolment*. They describe how staff will enact an Institution initiated suspension or cancellation of a student's enrolment, as per the *Terms and Conditions of Enrolment* and related policies and procedures.

## 2. Scope

These procedures apply to all students where the Institution initiates a suspension or cancellation of their enrolment and to staff involved in this process. These procedures are aligned with applicable Australian Government legislation including the *Education Services for Overseas Students Act 2000 (ESOS Act)* and *National Code of Practice for Providers of Education and Training of Overseas Students 2018 (National Code)*.

## 3. Procedures

3.1. These procedures set out the three key processes involved in processing an institution initiated suspension or cancellation of enrolment, as per Table 1 below:

### 1. *Institution initiates a suspension or cancellation of enrolment*

Based on its policies and procedures, the Institution reserves the right to suspend or cancel a student's enrolment and issues the student with a notice of intention to suspend or cancel.

### 2. *Processing a suspension or cancellation*

The final notice of suspension or cancellation is issued to the student including details for international students about the Institution's obligation to report the student to DHA.

### 3. *Recording/reporting*

The student management system is updated with the suspension or cancellation

of enrolment and reporting performed in PRISMS (international students).

**Table 1.**

Process	Responsibilities	Timeframe
<b>Step 1 Institution initiates a suspension or cancellation of enrolment</b>		
<p>1.1 The Institution reserves the right to suspend or cancel a student’s enrolment for the following reasons, including (but not limited to):</p> <ul style="list-style-type: none"> <li>a. An offer is made after submission of incomplete, inaccurate, fraudulent or misleading information supplied by the applicant, agent, delegated authority or certifying authority (<i>Admissions Policy</i>);</li> <li>b. A breach of the <i>Terms and Conditions of Enrolment</i>, including (but not limited to) failure to pay tuition or other fees to the Institution;</li> <li>c. Misbehaviour by the student (<i>General Misconduct Policy, Student Code of Conduct and General Misconduct Procedures</i>);</li> <li>d. A breach of course progress or attendance requirements (<i>Academic Progression Policy, ELICOS Course Progression and Attendance Policy - attendance relates to ELICOS and Foundation only</i>);</li> <li>e. A breach of academic integrity (<i>Academic Integrity Policy and Academic Integrity Procedures</i>).</li> </ul> <p>1.2 In conjunction with the related policy, the Institution determines a student’s enrolment will be suspended or cancelled and issues the student with a notice of intention to suspend or cancel their enrolment and report international students to the Department of Home Affairs (DHA).</p> <p>1.3 The notice includes the following information:</p> <ul style="list-style-type: none"> <li>a. Reasons for suspension or cancellation of enrolment;</li> <li>b. Suspension period and returning to the Institution (if applicable);</li> <li>c. 20 working days to access the Institution’s <i>Complaints and Appeals Policy and Complaints and Appeals Policy</i>;</li> <li>d. The impact the cancellation or suspension may have on a student visa (international students).</li> </ul> <p>1.4 Students who have had their enrolment cancelled are not normally permitted to re-apply at the Institution except in the following circumstances as determined by the Institution:</p> <ul style="list-style-type: none"> <li>a. upon immediate payment of any outstanding fees;</li> <li>b. the student has satisfied any conditions that were imposed by the Institution as a result of breaching course progress or attendance (in accordance with the relevant course progression and attendance policies and procedures). In exceptional circumstances, the Registrar may allow entry to an excluded student if they can demonstrate academic success in a course at another provider within the exclusion period;</li> <li>c. the student has satisfied any conditions that were imposed by the Institution as a result of breaching the Academic Integrity Policy, the Student Code of Conduct, the General Misconduct Policy or the Terms of Conditions of Enrolment.</li> </ul>	<p>Institution</p>	
<b>Step 2 Processing a suspension or cancellation</b>		

<p>2.1 The Institution proceeds with imposing a suspension or cancellation only after one of the following has occurred:</p> <ul style="list-style-type: none"> <li>a. 20 working days has lapsed and no internal appeal was submitted;</li> <li>b. The student withdraws, in writing, from the internal appeal process; or</li> <li>c. The student’s internal appeal was unsuccessful; <b>unless</b></li> <li>d. An international student’s health or wellbeing, or the wellbeing of others, is likely to be at risk.</li> <li>e. If the cancellation of enrolment is due to unsatisfactory course progression or attendance for an <b>international student</b>, the Institution proceeds only after: <ul style="list-style-type: none"> <li>• 2.1a occurs; or</li> <li>• Both the internal and external complaints processes have been completed and the decision supports the Institution; or</li> <li>• The student has chosen not to access the external complaints and appeals process; or</li> <li>• The student withdraws, in writing, from the internal or external appeals processes.</li> </ul> </li> <li>f. If the cancellation of enrolment is due to non-payment of fees or the misbehaviour of an international student, the Institution proceeds only after: <ul style="list-style-type: none"> <li>• 2a occurs;</li> <li>• The internal complaints process has been completed and the decision supports the Institution; or</li> <li>• The student withdraws, in writing, from the internal appeals process.</li> </ul> </li> </ul> <p>2.2 The institution issues a final letter of suspension or cancellation of enrolment to the student. The letter will include the following:</p> <ul style="list-style-type: none"> <li>a. Suspensions: the period of suspension and details on returning to the institution following suspension;</li> <li>b. International students: details the obligation of the institution to report the student to DHA and the COE will be cancelled. Students are required to contact DHA within 28 days.</li> </ul> <p>2.3 Periods of suspension are determined by the Institution as per the decisions made in accordance with the relevant policy/procedure e.g. academic progression suspension periods are determined as per the Academic Progression Policy.</p>	<p>Student Services</p>	
<b>Step 3 Recording/reporting</b>		
<p>3.1 To finalise a suspension or cancellation of enrolment, Student Services updates the student management system to reflect the suspension or cancellation of enrolment.</p> <p>3.2 An international student’s COE is reported in PRISMS within:</p> <ul style="list-style-type: none"> <li>a. <b>31 days</b> after Step 2.1 has occurred: or</li> <li>b. <b>14 days</b> after Step 2.1 has occurred for cancellation of enrolment students only that are under 18 years of age.</li> </ul> <p>3.3 Suspension of enrolment and cancellation of enrolment reporting is performed on PRISMS via the Student Course Variation option, in accordance with the current PRISMS User Guide.</p> <p>3.4 The Institution informs an international student in writing their COE has been cancelled and reported to DHA and advises the student to contact the DHA to discuss their visa status.</p>	<p>Student Services</p>	<p>COE reported within 14 days - under 18 years of age COE reported within 31 days - above 18 years of age</p>

#### 4. Roles and responsibilities

The Registrar, Vice President (Student Life) and Student Centre Manager are responsible for the suspension and cancellation procedures and the legislative

reporting requirements.

## **5. Compliance and monitoring**

These procedures are written in accordance with *ESOS* and Standard 9 *National Code*.

## **6. Records management**

As detailed in Table 1 above, suspensions or cancellations of enrolment are recorded in the Institution's student management system and the statutory reporting is recorded in PRISMS and records are filed and saved for two years.

## **7. Related documents**

*Terms and Conditions of Enrolment*

*General Misconduct Policy*

*General Misconduct Procedures*

*Student Code of Conduct*

*Academic Progression Policy*

*Admissions Policy*

*ELICOS and Foundation Attendance Policy*

**Approved by EMG on 22 November 2021 (updated LTC 17 October 2024)**